

Join us

and make a difference to people's lives
as

Domestic Abuse Practitioner – Community



About Safenet

We provide domestic abuse services across the Northwest of England, including refuges for women and children, safe houses for men, community support, and extra support for those facing addiction, mental health, or other issues.

We understand the serious impact domestic abuse can have, especially on health and wellbeing, and provide support and guidance to help survivors live safely and securely.

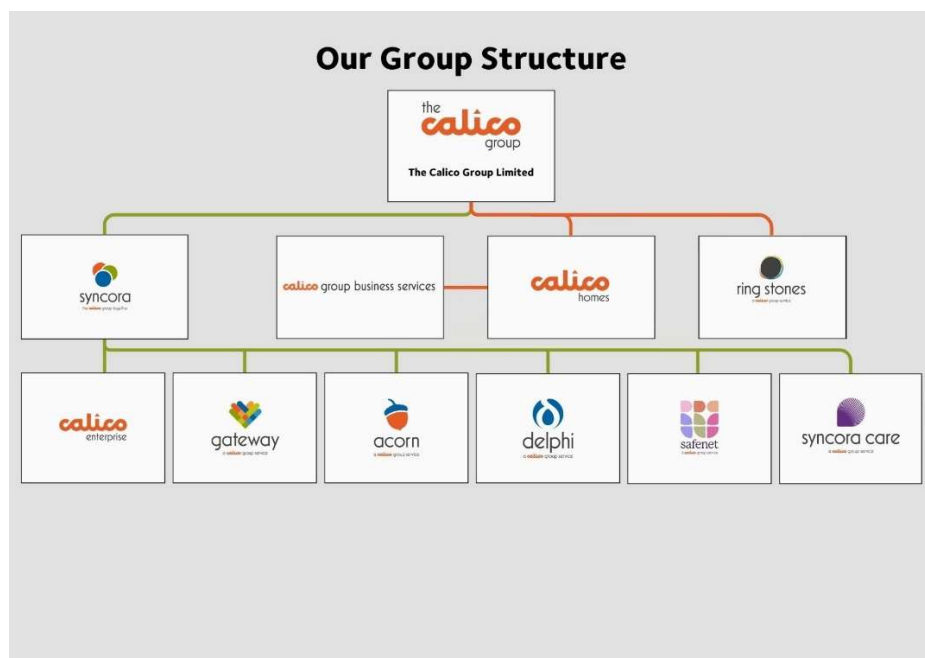
Safenet is part of the Calico Group. Here's what makes The Calico Group unique: each of our specialist companies collaborates and innovates together to have a greater impact than they could alone.

Our shared vision, flexible group structure, and expanding range of services help us adapt to the fast-changing environment and times in which we work.

"A future where everyone can live safe, happy and healthy lives free from abuse, violence and exploitation in their homes, streets and communities."

The Calico Group

Each part of The Calico Group has its own specialism, expertise and a track record of providing a complete community service in housing, healthcare, support, employability and construction.



Our Values

Our people are our greatest strength and it's only when they are engaged, and connected to our vision and our values, that we see the impact they have in our communities and on our customers' lives.



About your role:

Role:	Domestic Abuse Practitioner (Community)
Responsible to:	Service Manager
Responsible for:	N/A
Business Area/Company:	Safenet

The Value of This Role

As a Domestic Abuse Practitioner, you'll play a vital role in helping individuals and families affected by domestic abuse take their first steps toward safety, recovery, and independence. You'll be the first point of contact for those in crisis—offering compassionate, practical, and emotional support that makes a real difference.

In this role, you'll build trusting relationships with survivors, helping them feel safe, heard, and empowered. Through one-to-one and group support,

you'll guide clients in developing safety plans, setting personal goals, and engaging in wellbeing activities that reduce isolation and foster a sense of community.

By enabling survivors to feel safer in their own homes, you'll reduce disruption to their lives and support long-term stability and empowerment.

You'll advocate for survivors in multi-agency settings, including MARAC, ensuring their voices are heard and their needs are met. By enabling survivors to feel safer in their own homes, you'll reduce disruption to their lives and support long-term stability and empowerment.

Working with people from diverse backgrounds, you'll provide inclusive, culturally sensitive support that respects each person's lived experience.

You'll be part of a dedicated team that champions inclusion, resilience, and hope—supporting each survivor to rebuild their confidence, connect with the wider community, and contribute to breaking the cycle of abuse.

How This role will deliver success

As a Domestic Abuse practitioner, you'll play a vital role in delivering trauma-informed, person-centred support to women, children and men affected by domestic abuse. Your work will help create a safe, empowering environment where survivors feel heard, respected, and supported to rebuild their lives.

Success in this role means:

- Building trusting relationships with survivors, helping them feel safe, heard, and empowered.
- Guiding clients through 1:1 meeting to develop safety plans, set personal goals, and engage in wellbeing activities that reduce isolation and foster a sense of community.
- Providing compassionate, responsive support You'll be the first point of contact for survivors, offering practical and emotional support that prioritises safety, dignity, and autonomy.
- Being responsible for identifying and responding to safeguarding concerns, conducting risk assessments, and ensuring that appropriate interventions are in place to protect individuals from harm. Your work will be trauma-informed and outcome-focused, supporting clients to achieve measurable progress toward safe, stable, and independent lives.

- You will support survivors in exploring safe options for remaining in their homes, working collaboratively with housing providers, police, civil courts, and local authorities to implement protective orders, apply target hardening measures, and introduce other safety interventions.
- Advocating for survivors in multi-agency settings and working collaboratively with statutory and voluntary partners to ensure coordinated, holistic support.
- Contributing to service monitoring and evaluation, helping to evidence the impact of your work and inform continuous improvement.
- Supporting each survivor to rebuild their confidence, connect with the wider community, and contribute to breaking the cycle of abuse.

Activities Involved in This Role

As a Domestic Abuse Practitioner, you'll be a consistent and compassionate presence for adults and children living in the community. From the first contact, you'll provide trauma-informed, one-to-one support that helps them feel safe, heard, and empowered to rebuild their lives.

- You'll hold a caseload and meet regularly with survivors, offering emotional and practical support tailored to their individual needs.
- You'll co-create support plans and risk assessments, helping survivors set goals, plan for safety, and take steps toward independence and long-term wellbeing.
- You'll be responsible for identifying and responding to safeguarding concerns, ensuring that all actions taken are in line with Safenet's safeguarding policies and procedures.
- Apply an intersectional lens to all aspects of support, ensuring that survivors' diverse identities and experiences are acknowledged and addressed in recovery planning and advocacy.
- You'll monitor progress against support plans and contribute to outcome tracking to evidence the impact of your work.
- Providing support and interventions for survivors experiencing self-harm and suicidal ideation, including safety planning, emotional regulation strategies, and referral to mental health services.
- Your role will also involve working closely with external professionals—supporting survivors to access health services, legal advice, housing, and other vital resources. Whether you're helping liaise with the police, or advocating for a survivor's rights, your calm and skilled support will make a lasting difference.
- You'll also contribute to the wider Safenet services, helping ensure they remain inclusive, welcoming, and responsive to the needs of all survivors—including those from LGBTQ+ communities, older people, rural populations, and Black, Asian and minority ethnic backgrounds.

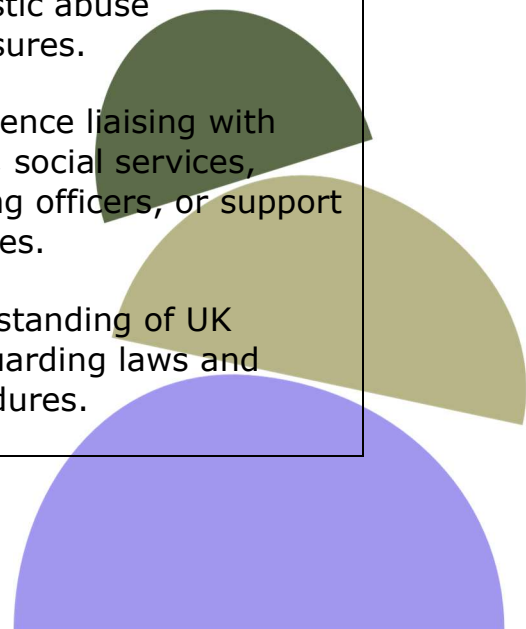
Other responsibilities include:

- Maintaining accurate and timely case notes, risk assessments, and outcome records.
- Identifying and responding to additional needs (e.g. language, disability, cultural)
- Supporting SafeNet’s Live Chat service when required
- Participating in team meetings, reflective practice, and multi-agency case discussions
- Contributing to service development through feedback, evaluation, and continuous improvement.

What You’ll Need to be Successful in This Role:

	Essential:	Desirable:
Qualifications	Although no formal qualifications are necessary a good level of spoken and written English is essential for this role.	<p>Women’s Aid or Respect-accredited training</p> <p>SafeLives IDVA (Independent Domestic Violence Advisor) qualification</p> <p>DASH (Domestic Abuse, Stalking and Honour-Based Violence) risk assessment training</p> <p>Training in trauma-informed care or domestic abuse awareness.</p>
Experience	<p>Proven experience providing emotional, practical, and welfare support to individuals affected by domestic abuse, including women, men, and children.</p> <p>Proven experience with adult and child safeguarding procedures and multi-agency risk assessment processes.</p>	<p>Experience working with external partners such as police, MARAC, health services, housing, and legal professionals to coordinate holistic support.</p> <p>Experience delivering support using a trauma-informed approach that prioritises safety, dignity, and empowerment.</p>

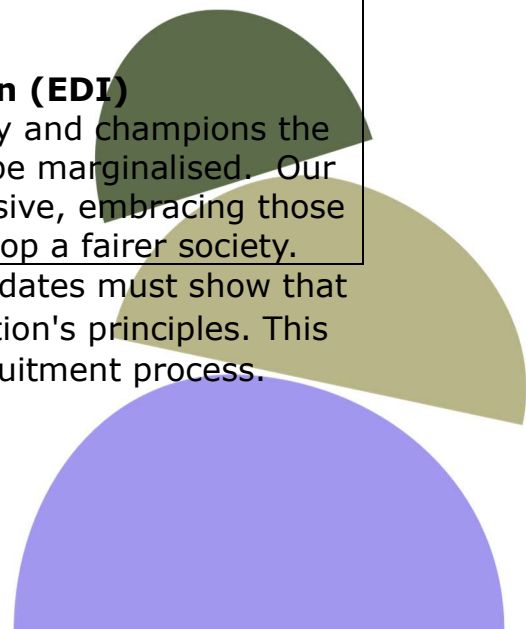
	Essential:	Desirable:
	<p>Experience holding a caseload, conducting regular key working sessions, and producing support plans and risk assessments tailored to individual needs.</p> <p>Experience supporting individuals to navigate legal systems, access benefits, or advocate for their rights in complex systems.</p> <p>Demonstrated ability to assess risk and develop safety plans that respond to complex and changing circumstances.</p> <p>Experience supporting individuals from marginalised or underrepresented groups, including LGBTQ+ communities, older people, rural populations, and Black, Asian and minority ethnic backgrounds.</p>	<p>Experience delivering or supporting group-based activities, drop-in sessions, or community outreach that promotes wellbeing and reduces isolation</p> <p>Experience supporting individuals experiencing self-harm or suicidal ideation, including working within safeguarding and mental health frameworks.</p>
Skills & Knowledge for This Role	<p>Ability to support individuals in crisis with compassion and understanding.</p> <p>Non-judgmental attitude and active listening skills.</p> <p>Clear verbal and written communication for liaising with survivors and external agencies.</p>	<p>Experience or training in handling emergencies, including safeguarding and domestic abuse disclosures.</p> <p>Experience liaising with police, social services, housing officers, or support charities.</p> <p>Understanding of UK safeguarding laws and procedures.</p>



	Essential:	Desirable:
	<p>Ability to remain calm under pressure and follow procedures.</p> <p>Time management and ability to work.</p> <p>Accurate logging of incidents, referrals, and survivor updates.</p> <p>Familiarity with confidentiality and data protection protocols (e.g., GDPR).</p> <p>Competence in using case management systems, email, and Microsoft Office.</p> <p>Confidence in advocating for survivors' rights within housing, health, education, and legal systems.</p> <p>Supporting survivors to regain autonomy and rebuild confidence.</p> <p>Demonstrable understanding of intersectionality and its relevance to domestic abuse</p> <p>Willingness to engage in regular supervision and reflective practice to improve service delivery.</p> <p>Openness to feedback and commitment to continuous professional development.</p>	<p>Familiarity with the Domestic Abuse Act 2021 and housing rights.</p> <p>Understanding of self-harm and suicidal ideation, including risk factors, intervention strategies, and referral pathways.</p> <p>Knowledge of mental health crisis response and trauma-informed approaches to managing acute distress.</p>

	Essential:	Desirable:
	<p>Ability to maintain clear boundaries while building trust and rapport.</p> <p>Awareness of the importance of self-care and resilience in emotionally demanding work.</p> <p>Commitment to anti-racist practice and inclusive service delivery.</p>	
Essential Core Skills	<p>Health & Safety Awareness All of our employees are required to work in a safe way, wear appropriate personal protective equipment (PPE), and keep themselves, other colleagues and customers safe. You will be expected to update your knowledge and skills on Health & Safety if successful in your application.</p> <p>Safeguarding We work with adults and children who may be 'at risk' and expect colleagues to work in a way which protects the people we support from harm. Our colleagues are expected to identify people 'at risk' and confidently report any Safeguarding concerns as appropriate within the service.</p> <p>Digital Across our services, we use a range of technology and systems and expect colleagues to use them effectively and safely following cybersecurity and data protection principles (UK GDPR). Full training on specific systems is provided but a willingness to learn and develop is essential.</p> <p>Equality, Diversity, and Inclusion (EDI) The Calico Group welcomes diversity and champions the rights of those in society who may be marginalised. Our employees are expected to be inclusive, embracing those from different backgrounds to develop a fairer society.</p>	

To succeed in any role within the Calico Group, candidates must show that their values and behaviours align with the organisation's principles. This alignment will be evaluated throughout the recruitment process.



The organisation is dedicated to safeguarding and promoting the well-being of adults, children, and young people. All employees and volunteers are expected to uphold this commitment and follow proper procedures to address any safeguarding concerns.